

CHAPTER 10:

HOUSING

**GUIDE TO ACCESSING
VETERANS ADMINISTRATION SERVICES
FOR HOMELESS VETERANS**

Q - WHO IS A "VETERAN"

A - Generically, anyone who served active duty in any branch of the military is considered a veteran of the armed forces. When screening new homeless clients for veteran status, ask "Have you ever served active duty in any branch of the military?" If the answer is "yes," assume this person may be eligible for services through the VA.

Q - ARE ALL VETERANS ELIGIBLE FOR SERVICES THROUGH THE VA?

A - No. Some veterans are not eligible for VA services. The most common reasons veterans are found ineligible for VA services are an "other than honorable" discharge, inadequate active duty time, and military service in a National Guard or reserve unit that was never called to active duty status.

Q - HOW DO I DETERMINE IF A VETERAN IS ELIGIBLE FOR VA SERVICES?

A - You, or the veteran, may call me at the number below and I will pursue verification of eligibility for your client. The fastest way to clarify eligibility is through review of the discharge document every veteran is given - the "DD-214."

Q - WHAT SERVICES ARE AVAILABLE THROUGH THE VA FOR HOMELESS VETERANS?

A - A wide range of services including disability income, medical, mental health, and substance abuse treatment, reemployment support, and some transitional housing resources are available to eligible homeless veterans. Clinical services are provided primarily at the Philadelphia and Coatesville VA hospitals and through community based outpatient clinics (CBOCs).

Q - ARE VETERANS REQUIRED TO GET SERVICES ONLY THROUGH THE VA?

A - No. Veterans are first citizens, and they have the right to access the entire range of health and human services for which any other citizen is eligible. In addition, by virtue of their veteran status, they may access an additional tier of services through the VA. These additional VA based services, added to other community based homeless services, can often reduce the length of a homeless episode and set the stage for long term stable housing in the community.

**Q - WHOM DO I CALL WHEN I FIND A HOMELESS VETERAN?
MONTGOMERY AND BUCKS COUNTIES**

A - Bob Lechtenberg, LSW, 610-496-5256

DELAWARE AND CHESTER COUNTIES

A - Nancy Snyder, LCSW, 610-496-4920

PHILADELPHIA COUNTY

A - Mark Salvatore, RN, 215-219-6815

Richard Burdo, RN, 215-287-3152

Richard Clevenger, 215-435-6513

[Outreach for HOMELESS VETERANS Programs info/ Homeless Outreach Social Workers, 061908]

**DEPARTMENT OF VETERAN AFFAIRS
PHILADELPHIA VETERANS ADMINISTRATION MEDICAL CENTER
HOMELESS OUTREACH TEAM**

Team Locations:

Philadelphia Veterans Administration Medical Center

38th St. and Woodland Ave.

Philadelphia, PA 19104

Homeless Outreach Office, 7th Floor Behavioral Health

215-823-4077

Monday through Friday, 8:00AM to 4:30PM

Philadelphia Veterans Multi-service and Education Center

The Perimeter ó 3rd Floor

Drop in Center for Homeless Veterans

213-217 N. 4th St. (Next to the Benjamin Franklin Bridge, ON CORNER OF N. 4TH AND FLORIST STREET)

PHILADELPHIA, PA 19106

215-923-2600

Monday through Friday, 8:30AM to 3:30PM

Shelters

Sunday Breakfast Mission

302 N. 13th St. (Corner of 13th and Vine Sts.)

Bed sign up at 5PM (Must Attend)

Chapel at 6PM (Must Attend)

Stay limited to 30 days

Philadelphia Residency Not Required

215-922-6400

Ridge Shelter

1360 Ridge Ave. (1/2 Block from Broad St)

Open 24 hrs ó 7 days a week 215-236-0909

Philadelphia Residency Required

(Will accept non-resident during evening and nights)

Women – Go to the Office of Supportive Housing (OSH) at 1430 Cherry Street during daytime. OSH contact numbers are: 215-686-6775, 7150, 7151, and 7152. In the evenings and at night, women are to go to the Eliza Shirley Shelter at 1320 Arch St.

Outreach Coordination Center (Program of Project Home) ó 24 Hour City outreach service, Outreach van available in evenings and at night, contact 215-232-1984.

[Outreach for HOMELESS VETERANS Programs info/ Homeless Outreach Social Workers, 061908]

SHELTERS

Please Note: This list of shelters is NOT meant to be a complete list.

CHESTER & LANCASTER COUNTY

Atkinson Shelter ó Accepts men; able to admit for substance abuse issues)

810 Diamond Street

Coatesville, PA 19320

(Mailing Address is 827 Chestnut Street)

Phone#: 610-383-4443 (pay phone); 610-380-6195 (office phone)

City Gate Mission ó Emergency shelter is provided for men who must be in shelter by 5pm; religious services are conducted; able to admit for substance abuse issues)

17 N. 7th Avenue

Coatesville, PA 19320

Phone#: 610-383-6915

Friends Association/Care & Protection of Children ó Accepts families with children; will refer out to substance abuse facility

206 N. Church St.

West Chester, PA 19381

Phone#: 610-431-3598

Good Samaritan Shelter ó Accepts men & women

141 High Street

Phoenixville, PA 19460

Phone#: 610-933-9305

Safe Harbor ó Accepts women & men; no substance abuse issues

20 N. Matlack St.

West Chester, PA 19380

Phone#: 610-692-6550

Salvation Army Shelter ó Accepts men; able to accept some substance abuse cases; Usually will refer out to a substance abuse facility)

101 E. Market St.

West Chester, PA

Phone#: 610-696-8746 or 610-696-7434

St. Mary's Franciscan Shelter ó Accepts Families

209 Emmett St.

Phoenixville, PA

Phone#: 610-933-3097

Water Street Rescue Missionó Accepts men, women & children; will house clients with substance use issues for referrals only if client is clean at the time;
The Water Street Mission wants referring case manager to call & provide Veteran with a referral sheet).
210 S. Prince St.
Lancaster, PA 17603
Phone#: 717-393-7709
Fax#: 717-393-4966
Email: wsrn@wsrm.org
(25 miles west of Coatesville)

Community Youth & Women Alliance -Emergency shelter and supportive services are provided for women with dependent children & single women. In addition, there is a Community Service Center, Youth Program and a Halfway House for recovering women & their children
423 E. Lincoln Hwy
Coatesville, PA 19320
610-384-9591

CHESTER CO. H.I.S. -Accept men, women & children
342 E. Birch St.
Kennett Square, PA 19348
610-444-2559

MONTGOMERY COUNTY HOUSING ASSISTANCE AGENCIES/SHELTERS

Montgomery County Housing Authority- section 8 (Subsidy) program for low income families; other self-sufficiency and transitional programs.

104 W. Main St.
Norristown, Pa. 19401
610-275-5720

Salvation Army (Norristown)-Rental Assistance for families with children.
533 Swede St.
Norristown, Pa 19401
610-275-4183

Montgomery County's Coordinated Homeless Outreach Ctr. (CHOC) - Rental Assistance for Adult only households.
Norristown State
Stanbridge and Sterigere Sts.
Bldg. 53
Norristown, Pa 19401
610-292-9244

Montgomery County MH/MR/D&A- Provides counseling on housing issues and some housing assistance to persons with mental health, mental retardation, drug and alcohol issues.

Human Services Ctr.

1430 DeKalb St.

Norristown, Pa. 194-04-0311

610-278-3642

<http://mhmrda.montcopa.org/mhmrda/site/default.asp>

COADCOM- Some rental and mortgage assistance.

113 E. Main St.

Norristown, Pa. 19401

610-277-6363

Community Housing Services- Self-Sufficiency Programs, First Homebuyers Program, Transitional Housing.

617 W. Main St.

Lansdale, Pa. 19446

215-362-5250

Eldernet-For Lower Merion residents, may provide assistance for emergencies.

9 S. Bryn Mawr Ave.

Bryn Mawr, Pa. 19010

610-525-0706

Hospitality Ctr: Day Shelter only

530 Church St.-1st flr.

Norristown, Pa. 19401

610-277-1321

Interfaith Hospitality Network- Family shelter in churches

Main Line Area

Norristown, Pa/Lower Merion

610-277-0977

Interfaith Hospitality Network Alliance

Ambler, Pa.

215-628-2334

Interfaith Hospitality Network-Family shelter in churches

NorthPenn/Soulerton

215-721-1299

Laurel House: Victims of Domestic Abuse -

Wouldn't give St. Address

PO Box 764

1-800-642-3150

Missionary Sisters of Charity-Women and children
Norristown, Pa. 19401
610-277-5962

Salvation Army-Accepts families
533 Swede St.
Norristown, Pa 19401
610-275-4183

Salvation Army- Accepts families
Pottstown, Pa.
610-326-1621
Bryn Mawr, PA 19010
610-525-0706

Fair Housing Council of Montgomery County-Education & advocacy regarding housing discrimination.
4 S. Easton Rd.
PO Box 578
Glenside, Pa 19038
215-579-7711 (problem with connection)
<http://fairhousingmontco.org>

Genesis Housing Corp.-Works with families toward permanent housing options.
PO Box 1675
208 DeKalb St.
Norristown, Pa. 19401
610-275-4357

Habitat for Humanity of Montgomery County-works with volunteers to rehab homes for families with low-income .
848 Cherry St.
Norristown, Pa. 19401
610-278-7710

Hedwig House-Housing support and counseling for individuals with psychiatric needs.
904 DeKalb St.
Norristown, Pa. 19401
610-279-4400

Indian Valley Housing-provides housing assistance and supportive services for individuals & Families.
201 Main St.
Souderton, Pa. 18964
215-723-8750 or 215-723-5430

Interfaith of Ambler-provides shelter and casework services to those in housing crisis.
31 S. Spring Garden St.
Ambler, Pa. 219002
215-6282334

Nehemiah's Way-Provides housing counseling and transitional housing for victims of domestic violence. --- (a satellite house)
217 E. Montgomery Ave.
North Wales, Pa. 19454
215-699-8830

Laurel House
Hotline-connection for services
1-800-646-3150
Open Line-provides assistance to persons with low-income.
452 Penn St.
Pennsburg, Pa. 18073
215-670-4112

Project Outreach-Some housing assistance available in Royersford area.
410 Washington St
Royersford, Pa. 19468.
610-948-5111

Project SHARE/MH of S.E. Provides counseling for individuals with mental health issues
538 DeKalb St.
Norristown, Pa 19401
610-272-7997/610-279-6100

Willow Grove Community Development Corp.-Affordable housing assistance, first-time homebuyer assistance and counseling.
PO Box 1097
Willow Grove, Pa. 19090
215-657-3340

PHILADELPHIA COUNTY, PENNSYLVANIA

Ridge Avenue Shelter: This is the intake shelter for men contracted by the city to house or sent to other contracted shelters homeless men in Philadelphia.
1360 Ridge Avenue
Philadelphia, PA
Phone#: 215-236-0909

St. Barnabus Mission of Episcopal Community Services
6006 West Girard Avenue
Philadelphia, PA
Phone#: 215-528-5419

St. Francis Inn
2441 Kensington Avenue
Philadelphia, PA
Phone#: 215-423-5845

Sunday Breakfast Mission: Private shelter for men
302 N. 13th Street
Philadelphia, PA
Phone#: 215-922-6400

Women, Families and Couples
1430 Cherry St
Philadelphia, PA
Phone#: 215-686-7151

Brotherhood Mission : Accept men only; call after 5pm & ask for Mr. Dorsey
401 East Girard Ave
Philadelphia, PA
Phone#: 215-739-4517

The Salvation Army

The Salvation Army operates a variety of specialized residential programs to meet the needs of families and individuals who are presently homeless. Currently in Philadelphia the Salvation Army operates three comprehensive shelter programs, two transitional housing programs, and a thirty day shelter program for troubled adolescents, with a total capacity for 385 people per night:

- Red Shield Family Residence
- Eliza Shirley House
- Bridge House
- MacLachlan House
- F.A.I.T.H. Program (Family And Individual Transitional Housing)

The services are available to single-parent families, single women, single men, married couples, children awaiting placement in a foster home, and dual-parent families. If someone you care about is struggling to survive homelessness, direct him or her to The Salvation Army will do their best to help, either by providing shelter or, if necessary, referring your friend to another program. Just call (215) 787-2821 to get started.

Red Shield Family Residence

The Salvation Army
Red Shield Family Residence
715 North Broad Street
Philadelphia, PA 19123 @ (215) 787-2887

The Salvation Army provides shelter and an array of supportive services for up to 120 homeless women, single parent families, and dual parent families each night at the Red Shield Family Residence. The Red Shield Family Residence's overall program is designed to help people break out of the sort of "conspiracy" of circumstances and choices that led to their end predicament of homelessness. The typical service package delivered to a client at the Red Shield Family Residence includes:

- Decent, safe, drug-free lodging
- 3 nutritious meals a day
- Health care (weekly on-site clinic, operated by Philadelphia Health Services)
- Individual case work/plan
- Drug/alcohol counseling
- Child care
- Life skills workshops (e.g. budgeting, nutrition, stress management, etc.)
- Job placement
- Parenting skills education
- Graduate Equivalency Diploma (GED) courses
- Literacy/computer literacy courses
- Information/referrals
- Sexual/child abuse prevention workshops
- Intensive "aftercare" support after graduation from the program
- Referral to a broad network of other Salvation Army services and programs

The Child Care and Parenting Program are a unique feature of this shelter program and an essential component of the overall recovery approach. The Salvation Army operates a day and evening child care center that provides critically needed care for the children, who are facing the uncertainties, setbacks, fears, and stresses involved in homelessness. Provision of child care also enables the parents to invest themselves in: searches for employment and permanent living arrangements; medical or social service appointments; parenting education and life skills sessions; literacy or drug/alcohol recovery programs; classes at Community College of Philadelphia and other institutions; and emotional / physical respites from the sometimes overwhelming responsibility of caring for their children. The parenting education curriculum supports parents in learning how to nurture and effectively discipline their children through nonviolent, age-appropriate management techniques. One notable goal of these sessions is to prevent child abuse, as many of our adult residents are in need of supportive educational intervention.

Eliza Shirley House

1320 Arch Street, Philadelphia, PA 19107@ (215) 568 5111

Eliza Shirley House is an emergency shelter facility with two missions: to provide short term lodging, meals and immediate needs to displaced families, city wide on weekday nights and over holidays and weekends; and to provide longer term residential counseling, social work and referral services to homeless single and pregnant women 18 or older, 365 days a year. Women are admitted to Eliza Shirley after being referred from O.S.H.A. while others who arrive in the evening without referral are lodged (space permitting) only until O.S.H.A offices reopen.

Eliza Shirley House provides safe, sanitary housing in a drug/alcohol-free environment. Nutritious meals are served and caring, experienced staff are on hand at all times. Qualified volunteers provide free legal services, medical care, and referral services.

Bridge House

4050 Conshohocken Avenue, Philadelphia, PA 19131 @ (215) 473- 4088

Bridge House is a residential rehabilitation program for women recovering from drug and alcohol addiction. The program accepts single, homeless women with a history of drug and alcohol abuse. Each woman must prove abstinence from drugs and alcohol for a minimum of 90 days with corresponding attendance in A.A. (Alcoholics Anonymous)/N.A.(Narcotics Anonymous) and outpatient drug/alcohol treatment programs prior to admission to Bridge House. The program has a capacity for 24 women. The average stay for each woman is one year. Resident on-site mentors help the women develop social skills, cultural values, and personal hygiene. The residents are required to actively participate in ongoing supportive treatment programs/services including A.A. or N.A., the G.E.D. program, vocational counseling, job placement, or other occupational training programs. Each woman must also invest 50% of her income into a savings plan which will ensure a financial resource for her to move into permanent housing at the end of her program period.

Family Services

701 N. Broad Street Philadelphia, PA 19123 @ (215) 787 2821 (administrative offices)

Through Family Services, The Salvation Army provides a wide spectrum of assistance for not only families, but individuals as well. The staff work with individuals and families who are experiencing financial difficulty due to illness, unemployment, fire, other natural disasters and those who are working to get off of welfare. Case workers help people in need obtain utility, food and rent assistance. They also offer counseling and support services to victims of domestic abuse as well as referrals to other agencies for additional support and assistance. Homeless prevention is very important to Family Services. To prevent homelessness caseworkers provide clients with money management counseling, schedule bill payments, make appointments and assist with other matters.

*Sources on Salvation Army directly from <http://www.877redkettle.org/res-she.htm> (Salvation Army (Salvation Army @ <http://www.use.salvationarmy.org>;

DELAWARE COUNTY SHELTERS

City Team Ministries- Have information about shelters; accept substance abuse;

1 ½ year residential program; men only

634 Sproul St

Chester, PA

Phone#: 610-872-6865

Community Action Agency-Accept men, women and children

229 Norris St.

Chester, PA

610-872-4070

Connect- They pick up people at 69th and Market transportation terminal at 9:00 pm and take them to a participating church to sleep. They return to the terminal at 6:30am.

Upper Darby

Phone#: 610-352-1590

Life Center of Eastern Delaware County-Accept men, women and persons struggling with substance use issues

6310 Market St

Upper Darby, PA

Phone#: 610-734-5770

Wesley House- Accept families; Substance abuse referrals

701 Madison St.

Chester, PA

Phone#: 610-872-2611

WILMINGTON, DE AREA

Friendship House-Administers to homeless in Wilmington

226 N. Walnut Street

(Old Asbury Church)

Wilmington, DE 19801

Phone#: 302-652-8278

Fax: 302-652-8641

Website: <http://www.friendship-house.org/>

*Have a Women's Day Center

720 N. Orange St

Wilmington, DE

Phone#: 302-652-8033

*Have a Men's Day Center

3 & Walnut St

Wilmington, DE

Phone#: 302-652-8278

Andrew's Place- Accept over 55 with disability; Winter only;

Operated by Friendship House; men only; Sept-June; no substance abuse.

Intake occurs at Friendship house before assigned to Andrew's Place

720 N. Orange

Wilmington, DE

Phone#: 302-652-8278 (Operated by Friendship House)

Website: <http://www.friendship-house.org/>

Casa San Francisco- Services for low income residents of Sussex County; accept families

127 Broad St

Milton, DE

Phone#: 302- 762-6110

Emmaus House- Accept couples and families; no substance abuse
34 Continental Ave
Newark, DE
Phone#: 302-737-2241

Hope House I- Emergency only; Women's Shelter ; No children accepted;
accept persons with substance abuse issues
1103 West 8th Street
Wilmington, DE
Phone#: 302-652-8532

Hope House II-Emergency only; Accept women with children under 12
121 North Jackson Street
Wilmington, DE
Phone#: 302-652-1935

Hope House III- Emergency only; Accept women with children under 12
515 North Broom Street
Wilmington, DE
Phone#: 302-652-0970

House of Joseph I-13 beds (from 5 to 1 per room); Must be interviewed to get on waiting list;
Employed homeless men; Must be able to become employed; They can provide some assistance
in finding work; Length of stay: 30 to 45 days; can provide case management;
Cost is Free; Men only; accept substance abuse clients
1328 West Third St.
Wilmington, DE

House of Joseph II-Accept men & women; Housing for homeless persons with AIDS
9 W. 18th St.
Wilmington, DE
Phone#: 302-594-9473

Martha House
602 Philadelphia Pike
Wilmington, DE
Phone#: 302-655-5568

Mary Mother of Hope House I-Women only
1103 West 8th Street
Wilmington, DE
Phone#: 302-652-8532

Shepherd Place-Shelter for women in Dover

1362 South Governors

Dover, DE

Phone#: 302-678-1909

Sojourner's Place-Interview required; Dormitory style living, 50 beds, for men and women;

Must do chores; must save 75% of income; Assistance provided in finding employment.

Some of this is done through Delaware State Office of Vocational Rehabilitation;

On site substance abuse counseling; Located on bus line; Length of Stay:

Can be up to 2 years if needed; Cost: Free

2901 N.E. Blvd

Wilmington, DE

Phone#: 302-764-4713

Sunday Breakfast Mission

110 N. Poplar St

Wilmington, DE

Phone#: 302-656-8542